





## July Storm Update

On Saturday, July 22nd, an intense summer storm passed through Riverside and created the largest number of power outages we have experienced in almost 25 years. These outages were caused by lightning, large trees falling across power lines, and traffic accidents. To restore power, crews worked around the clock for several days, in shifts that lasted up to 24 hours.

Customer reliability is a priority, and we take power interruptions



An untrimmed tree, in the Wood Streets, caused a lengthy power outage.

very seriously. When outage reports come in, our dispatchers prioritize the problems to solve the issue as quickly and safely as possible. Customers who have notified us in advance that they are on physician approved life support

are our top priority. Outages are then prioritized based on the number of customers affected, complexity of work required and the time for necessary restorations.

With the storm and resulting outages, most of our customers did not lose power. Out of 104,000 customers, less than 1,000 customers experienced a power outage of more than two hours.

Over the past five years, we've invested over \$115 million in our distribution system, including new transformers, power cables, and poles. Our system reliability is higher than other utilities, and is no accident. Events such as this storm show us additional areas where we can improve our infrastructure. This ensures even more reliable service to our customers.

## **outdoor**safety

- Use caution when digging there may be underground
  lines on your property that
  need to be marked for your
  safety. Please call Dig-Alert
  at 800-227-2600, at least three
  days before you plan to dig.
- Don't let kids play with kites or climb trees near power lines.
- If you see a fallen power line, stay away. Don't touch the line or anything it is touching, like a tree or a fence. Call
   911 to report the fallen line.

## **conservation**corner

- Eliminate that extra refrigerator in the garage and save as much as \$100 a year.
- Use household appliances after 8 p.m., when most homes are using the least energy.
- Keep curtains closed in warm weather to keep direct sunlight out of your home.

Contact Riverside Public Utilities at **826-5485** for more information on our rebate programs and conservation.

www.riversidepublicutilities.com — 09/06

Please return this part of the bill with your payment in the envelope provided.

Mail to: City of Riverside Public Utilities, 3900 Main Street, Riverside, CA 92522-0144.

We accept Visa, MasterCard, Discover & American Express	Payment Method:	
	☐ Visa ☐ MC ☐ Discover ☐ Am Ex	
Card Number		
Exp. Date Signature		
YOU MUST SIGN FOR PAYMENT TO BE PROCESSED.		



Payment Amount:	
SHARE Donation:	
Total Daymont.	